



Snapshots from the Journey

Portfolio Guide for the
Service Coordinator

Module 1





Snapshots from the Journey Portfolio Guide for the Service Coordinator

Tennessee's early intervention service coordination training can be compared to a toddler's first steps. The training modules serve as a guiding hand as you learn to partner with families in ways that promote successful outcomes for infants and toddlers with special needs.

Like the toddler, first steps require practice in the real world. The training modules will assist in your preparation as you gain experience in the field. No amount of classroom knowledge, lecture, study, or testing can fully prepare you to knock on a stranger's door and begin to build a relationship with those inside.

Ongoing field experience and mentoring is crucial to building your skill as a service coordinator. The core training modules will provide a foundation to start you on your journey as you strive to walk in partnership with families.

Throughout the training, you will be asked to complete specific assignments which you will keep in a portfolio in order to document your efforts. These activities are snapshots of all you will learn. However, your greatest teachers will always remain the children and families whose lives you are privileged to join in partnership on a journey of hope.



Description of Module 1

Preparing for the Journey by Taking Care of the Service Coordinator

Core service coordination training begins with an introductory module designed to address the fundamentals of service coordination. The guiding principle and the mission of Tennessee's Early Intervention System (TEIS) are introduced. Understanding the costs and benefits of early intervention and the importance of intervening early is presented as well. Service coordination is defined, and the roles and responsibilities of the service coordinator are outlined. Models of service coordination are reviewed. Information about organizational strategies, personal safety issues, ways to avoid burnout, and manage stress are included.



Module 1

Preparing for the Journey by Taking Care of the Service Coordinator

Competencies

- Demonstrates knowledge, understanding, and ability to put into practice the philosophy and key principles related to early intervention supports and services.
- Demonstrates knowledge and understanding of the benefits of intervening early.
- Demonstrates knowledge and understanding of the definition of service coordination under IDEA.
- Demonstrates knowledge and understanding of models of service coordination and the roles and responsibilities of the service coordinator.
- Demonstrates knowledge and understanding of organizational strategies that promote effective service coordination.
- Demonstrates knowledge and understanding of precipitators of stress and burnout while learning to develop strategies that promote personal and professional well-being and safety.



Module 1

Preparing for the Journey by Taking Care of the Service Coordinator

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- 1.2 Star Ice Breaker
- 1.3 Guiding Principle of Tennessee's Early Intervention System (TEIS),
Mission Statement, and Accomplishing the Mission
- 1.4 What Is Early Intervention
- 1.5 Costs and Benefits of Early Intervention
- 1.6 The Fundamentals of Service Coordination
- 1.7 Getting Organized and Staying Safe
- 1.8 Voice of Experience
- 1.9 Battling Burnout
- 1.10 Life Stress Test
- 1.11 Coping with Stress
- 1.12 A Little Relief Can Go a Long Way
- 1.13 Service Coordinator's Anti-Stress Diet
- 1.14 You Can Make a Difference in Our Lives



Module 1

Preparing for the Journey by Taking Care of the Service Coordinator

Assignment/Activity	Measure of Achievement
1.1 Welcome Read and file <i>Welcome to Early Intervention Service Coordination in Tennessee</i> handout in portfolio.	Learner review of written materials, and handout filed in portfolio.
1.2 Star Ice Breaker Complete <i>Share What You Do Well</i> , discuss with trainer, and place in portfolio.	Participation in training, handout completed and filed in portfolio.
1.3 The Guiding Principle of TEIS, the Mission, & Accomplishing the Mission Review and file <i>The Guiding Principle of TEIS, The Mission Statement of TEIS, & Accomplishing the Mission</i> handout in portfolio.	Learner review of written materials, and handout filed in portfolio.
1.4 What Is Early Intervention Participate in discussion during training and read <i>What is Early Intervention</i> (full article) independently, and place article in portfolio.	Learner review of written materials, participation in training, and handout filed in portfolio.
1.5 Costs and Benefits of Early Intervention Participate in discussion during training, read <i>Costs and Benefits of Early Intervention</i> (full article) independently, and place article in portfolio.	Learner review of written materials, participation in training, and handout filed in portfolio.
1.6 The Fundamentals of Service Coordination	Demonstrates increased knowledge and understanding of the definition and responsibilities/activities of service

Assignment/Activity	Measure of Achievement
<p>(1) Complete the first half of Portfolio Worksheet 1.6a <i>Definition and Responsibilities of Early Intervention Service Coordination</i>.</p> <p>(2) View PowerPoint <i>Fundamentals of Service Coordination</i>.</p> <p>(3) Complete the second half of Portfolio Worksheet 1.6a <i>Definition and Responsibilities of Early Intervention Service Coordination</i>.</p>	<p>coordination as well as models of service coordination after viewing <i>Fundamentals of Service Coordination</i>. This will be evidenced by participation in training and by the written exercise below.</p> <p>Following the PowerPoint, the learner will be able to write a definition of service coordination that approximates the definition from IDEA. The learner will be able to list at least four of the seven activities/responsibilities of service coordination. Worksheet will be completed and filed in portfolio.</p>
<p>1.7 Getting Organized and Staying Safe</p> <p>View PowerPoint <i>Getting Organized and Staying Safe</i> and participate in discussion with trainer as directed.</p>	<p>Learner review of materials and participation in training, as directed.</p>
<p>1.8 The Voice of Experience</p> <p>Locate the experienced service coordinators who are available in the office. Ask them to tell you one safety tip, one tip for getting organized, and one tip for managing stress. Reward them with a Hershey's Kiss. Place list in portfolio.</p>	<p>Demonstrates increased knowledge and understanding of organizational strategies, safety precautions, and stress management techniques as evidenced by discussion with trainer, listing of tips provided by experienced coordinators, and review of related PowerPoints (1.9 and 1.11). Mini-interviews with coordinators completed, and list filed in portfolio.</p>
<p>1.9 Battling Burnout</p> <p>View PowerPoint <i>Battling Burnout</i> and participate in discussion with trainer.</p>	<p>Demonstrates increased knowledge and understanding of precipitators of stress and burnout while learning to develop strategies that promote personal and professional well-being after viewing <i>Battling Burnout</i>. This will be evidenced through participation in training.</p>
<p>1.10 Life Stress Test</p> <p>Complete the test following the written instructions.</p>	<p>Test completed. Inclusion in portfolio is voluntary.</p>
<p>1.11 Coping with Stress</p>	<p>Demonstrates increased knowledge and understanding of precipitators of</p>

Assignment/Activity	Measure of Achievement
View PowerPoint <i>Coping with Stress</i> and participate in discussion with trainer.	stress and burnout while learning to develop strategies that promote personal and professional well-being after viewing <i>Coping with Stress</i> . This will be evidenced through participation in training.
1.12 A Little Relief Can Go a Long Way Participate in review of information on portfolio worksheet 1.12 <i>A Little Relief Can Go a Long Way</i> and the progressive muscle relaxation activity with trainer.	Participation in activity and completion of list of techniques to be used to relieve the symptoms of stress. List filed in portfolio.
1.13 Service Coordinator Anti-Stress Diet Listen to or read <i>Service Coordinator Anti-Stress Diet</i>	Completion.
1.14 You Can Make a Difference in Our Lives View PowerPoint <i>You Can Make a Difference in Our Lives</i> by Janice Fialka and participate in discussion with trainer.	Demonstrates understanding through participation in training, and puts into practice an approach consistent with <i>The Guiding Principle of TEIS</i> when carrying out the activities of service coordination.